2016 LABOR TURNOVER SURVEY
MANUAL OF OPERATIONS

I. INTRODUCTION

The Labor Turnover Survey (LTS), one of the regular surveys of the Philippine Statistics Authority, is a spin off from the Employment, Hours and Earnings Survey (EHES) which was conducted from 1987 to 2002 by the former Bureau of Labor and Employment Statistics (BLES). To come up with timely information on labor market trends in the formal sector of the economy, the items of inquiry have been limited to employment, labor turnover and existing job vacancies. This survey is being conducted quarterly starting 2nd semester of 2002 onwards.

1.1. Objective of the Survey

The LTS aims to provide quarterly trend statistics on labor turnover and existing job vacancies as indicators of labor market activity and general business situation of the country. This provides the government and the private sector a complete picture of labor demand and job turnover as inputs to decision making and policy formulation.

1.2. Collection Authority

The information asked for is collected under authority of **Republic Act 10625**, approved on September 12, 2013, creating and mandating the Philippine Statistics Authority to prepare and conduct statistical surveys on all aspects of socioeconomic life including agriculture, industry, trade, finance, prices and marketing information, income and expenditure, education, health, culture and social situations as well as the government and the political sector for the use of the government and the public.

Respondents of primary data collection activities such as censuses and sample surveys are obliged to give truthful and complete answers to statistical inquiries. The gathering, consolidation and analysis of such data shall likewise be done in the most truthful and credible manner.

1.3. Confidentiality of Information

Individual data furnished by a respondent to statistical inquiries, surveys and censuses of the PSA shall be considered privileged communication and as such shall be inadmissible as evidence in any proceeding.

The PSA may release aggregated information from statistical inquiries, surveys and censuses in the form of summaries or statistical tables in which no reference to an individual, corporation, association, partnership, institution or business enterprise shall appear.

1.4. Scope and Coverage

The LTS is an enterprise-based survey covering enterprises with 20 or more workers located in the National Capital Region (NCR) as listed by the Philippine Statistics Authority. It aims to generate quarterly trend statistics on labor turnover as indicator of labor market activity and general business situation of the country. It gathers consolidated information about the enterprise and its branches, if any.

1.5. Sampling Frame

The enterprise sampling frame for the 2016 Labor Turnover Survey (LTS) was extracted from the preliminary 2015 List of Establishments (LE) as of 20 April 2016. This list was a product of the 2015 Updating of List of Establishments (ULE). The 2015 ULE involved the complete enumeration of establishments in the following barangays:

a. Barangays where "no matched" establishments (establishments listed in other sources but not in the LE) from prioritized secondary sources are located;
b. Barangays with new malls;
c. Barangays having establishments with total employment of 100 and over;
d. Barangays with the highest number of establishments from the typhoon Yolanda affected cities/municipalities; and
e. Barangays with the highest number of establishments (for some provinces with no representative establishments covered in (a) to (d)).

Other "no matched" establishments, including those located in distant barangays, were covered using mail inquiry.

The following sources were used for the 2015 ULE:
- Top 1,000 Corporations based on 2013 Financial Statements;
- Philippine Economic Zone Authority (PEZA) list of operating registered enterprises as of December 2014;
- 2014 List of Traders (Importers/Exporters) from the Trade Statistics Division of PSA;
- Commercial Livestock and Poultry Survey Frame from the Livestock and Poultry Statistics Division of the PSA;
- Establishments in the Maintenance of List of Establishments database with incomplete information;
- 2012 and 2013 (up to July only) Securities and Exchange Commission (SEC) Registered Active Companies;
- List of pawnshops, money changers, foreign exchange dealers and remittance agents;
- Survey feedbacks from the 2015 Quarterly Survey of Philippine Business and Industry (QSPBI) and 2015 Monthly Integrated Survey of Selected Industries (MISSI); and
- List of branches from the 2014 Annual Survey of the Philippine Business and Industry (ASPBI) and 2014 Survey of Tourism Establishment in the Philippines (STEP).

To generate the List of Enterprises in the National Capital Region, establishments located in the NCR were selected from the List of Establishments. All establishments with the same first 9-digit TIN were grouped to form an enterprise. Single establishments were treated as single unit enterprises while multi-unit enterprises were represented by their main offices. If main office cannot be identified, the unit with the highest employment was chosen as the representative unit. The Total Employment (TE) of a multi-unit enterprise is the sum of the TEs of establishments comprising it while its industry will be the industry of the establishment with the highest employment.

A total of 16,194 enterprises with employment sizes of at least 20 workers comprised the 2016 LTS frame.

1.6. Sampling Design

The enterprise is the unit of enumeration. The 16,194 enterprises included in the frame were stratified based on the eighteen (18) major industry groups as domains.

The sample size was obtained by taking into account the design effect and a target coefficient of variation (CV) of 6%. The number of enterprises per domain was initially computed using the following formula:

$$\left(\left[\left(1-\frac{r}{100}\right)\Big/\left(\left(\frac{r}{100}\right)\times\left(\frac{CV}{100}\right)^2\right)\right]\times 1.4\right)\Big/\mathrm{T}$$

where

r = separation rate (7.87%)
CV = coefficient of variation (6%)
$DEff$ = design effect (1.4)
T = estimated number of employees per enterprise (70 employees)

The estimated number of enterprises per domain was multiplied by the number of domains (18). The result was further adjusted for expected 5% non-response and availability of population units to arrive at the final sample size of 1,232 enterprises.

To ensure the precision of estimates in each domain, the final sample size was allocated in each domain using Kish's allocation formula. The sample enterprises in each domain were drawn through simple random sampling.

Sample size: A total of 1,232 enterprises.

1.7. Frequency and Reference Period

Since the second semester of 2002, the LTS has collected monthly data on employment, labor turnover and existing job vacancies and is being conducted every quarter, thereafter. Below is the 2016 timetable of activities for the quarterly collection of labor turnover data.

Reference Period	Collection Period	Availability of Results
4th Qtr. 2015	Feb. 2 – March 31, 2016	April 2016
1st Qtr. 2016	May 16 – June 27, 2016	July 2016
2nd Qtr. 2016	July 28 – Sept. 22, 2016	October 2016
3rd Qtr. 2016	Oct. 27 – Dec 1, 2016	January 2017

1.8. Editing Guidelines

Editing guidelines are useful in assessing the completeness and consistency of survey data. These guidelines are prepared to help enumerators and supervisors detect errors and make necessary corrections in the accomplished questionnaire to ensure processing of correct information.

1.8.1. General Instructions

a. Make sure that all items have been filled out **completely/correctly**. Ask respondents on any doubtful entries.

b. Any attachments provided by the firm should be stapled to the pertinent questionnaire. The corresponding **LTS identification number (LTSID)** should be written on the upper right hand corner of each page of the attachment.

c. Read the **remarks** of the respondent as these may provide explanations relevant to the accomplished questionnaire.

d. Do not erase or obliterate entries by the respondent. Line out neatly the original entry then legibly write close to it the correct/new entry.

e. Details should **add up** to respective totals. Otherwise, clarify with the firm.

f. If problems arise, the enumerator should **consult** his/her area supervisor.

g. For items without entry, write zero " **0** " or dash " **–** ".

1.8.2. Specific Instructions

a. Cover Page

This contains the address box for the enterprise's name, location, ECN, geographic code, industry code and employment size code. It also contains a short introduction of the survey.

b. Items of Inquiry

Preliminary information are asked which include changes in the enterprise's name and address (if any), main economic activity and major products/goods or services.

For **firm's main economic activity**, entry should clearly describe the economic activity which contributes the biggest or major portion of the gross income/revenues of the sample enterprise.

For **major products/goods or services**, entry should refer to the specific products/goods produced or services provided by the enterprise. In case the firm has more than one product/good or service, the industry classification should be based on the product/good or service that generates the highest income/revenues.

Item I. *EMPLOYMENT*

    A. Total Employment (this includes working owners, unpaid workers and paid officials and employees).

        ➢ Do not leave this item blank. Entries here are the total employment during the pay period that includes the 30th of each month of the reference quarter.

Item II. *LABOR TURNOVER*

    A. Total Accessions (New hires)

        ➢ If there are entries, these should be the sum of corresponding entries in **Item II.A.1** (Expansion) and **Item II A.2** (Replacement) for the entire calendar month.

    B. Total Separations

        ➢ If there are entries, these should be the sum of corresponding entries in **Item II.B.1** (Employee-initiated) and **Item II.B.2** (Employer-initiated) for the entire calendar month.

Item III. *AGENCY-HIRED WORKERS*

    ➢ There may or may not be entries here. If there are entries, these should be the total agency-hired workers for each month.

    A. Total Accessions (New hires)

        ➢ If there are entries, these should be the number of the enterprise's new workers hired through agencies during each month of the reference quarter.

B. Total Separations

➢ If there are entries, these should be the number of agency-hired workers separated from the enterprise during each month of the reference quarter.

Item IV. *EXISTING JOB VACANCIES*

➢ There may or may not be entries here. If there are entries, these should be the existing job vacancies at the end of the quarter.

➢ Specific occupation titles with corresponding number of vacancies at the end of the quarter should be specified.

c. Certification of Respondent

To facilitate verification of dubious entries, the enumerator should see to it that the required respondent's information is fully provided. The respondent's signature is important as proof that the information provided by the enterprise is official/approved for submission to PSA.

d. Survey Personnel

The enumerator should affix his/her name, signature and the corresponding date the questionnaire was retrieved. The area supervisor as well as the reviewer should likewise affix his/her name, signature and the corresponding date the questionnaire was edited/reviewed. The dates are particularly important as these would indicate the time it took to interview or review the questionnaire – a measure of survey efficiency.

II. OPERATIONAL STRATEGY

2.1. Training of Field Personnel

The conduct of training on data collection and field editing aims to ensure that statistical and survey standards are observed. This is conducted prior to the start of the enumeration.

2.2. Duties and Responsibilities of Field Personnel

2.2.1 Area Supervisors

a. Participate in the training on data collection and field editing;
b. Allocate questionnaires to field personnel, receive and control the questionnaires from the field;
c. Supervise and monitor the delivery and retrieval of questionnaires in their areas of assignment;

d. Deliver questionnaires (if necessary) and conduct follow-ups, spot checks and verification.
e. Check the completeness and consistency of the entries in the accomplished questionnaires and return those for verification to enumerators;
f. Evaluate the performance of field personnel; and
g. Ensure the confidentiality of the data provided by the enterprises.

2.2.2. Enumerators/Data Collectors

a. Participate in the training on data collection and field editing;
b. Deliver the questionnaires, explain the items of inquiries to the contact persons in the firms, and collect and edit accomplished questionnaires within the allotted time;
c. Submit the undelivered and properly accomplished/edited questionnaires to their supervisors;
d. Verify data in questionnaires returned by supervisors;
e. Validate encoded data in the validation proof list; and
f. Ensure the confidentiality of the data provided by the enterprises.

2.3. Survey Respondents

The respondents to the survey are the HRD/personnel managers or any employees designated by the firms to answer government surveys.

2.4. Materials of Field Personnel

Survey Materials	Enumerator	Area Supervisor
PSA identification card	✔	✔
Letter of introduction	✔	
Field Operations Manual	✔	✔
Control list (**FM-PSA 01 or FM-PSA 02**) as the case may be	✔	✔
Assigned questionnaires	✔	
Extra questionnaires	✔	
Certificate of appearance **(FM-PSA 12)**	✔	
Ballpen (blue or black)	✔	✔

2.5. General Information

2.5.1. Address Label

All questionnaires have been pre-addressed by PSA. The address label is found on the upper portion of the cover page of the questionnaire. A sample is shown below:

THE OWNER/MANAGER LA TONDEÑA DISTILLER INC 348 J NEPUMUCENO ST QUIAPO, MANILA 1001 METRO MANILA 390200979609G7 133902005 D15529 3 12345 **ECN**　　　　**PSGC**　　　**PSIC ATE LTSID** 　　　　　　　 **CODE**　　 **CODE**	Name of Establishment Address 1: Floor/ Bldg # Street Address 2: Bgy City or Municipality Address 3: Zip Code Province

2.5.2. Establishment Control Number (ECN)

The first set of numbers under the name/address of the enterprise is the establishment/enterprise control number. This is a **unique and fixed** number assigned to each establishment/enterprise by the PSA for reference purposes, particularly in the Master Sample. This number is used to keep track and update information regarding changes in address, industry code, employment size, cessation of operation, among others, of each establishment/enterprise, vis-à-vis updating the Master Sample of the PSA.

2.5.3. Philippine Standard Geographic Classification (PSGC) Code

The PSGC Code is the 9-digit code to denote the geographical location of the enterprise. The first and second digits refer to the region, the third and fourth digits to the province, the fifth and sixth digits to the city/municipality and the last three digits to the barangay. The reference year of the PSGC code used is December 31, 2015.

2.5.4. Philippine Standard Industrial Classification (PSIC) Code

The PSIC Code is the 6-alpha numeric code to denote the industrial classification of the enterprise. The 2009 PSIC is used. The alpha character refers to the major industry group while the numeric characters refer to the specific industry group.

2.5.5. LTS Identification Number (LTS ID)

The last set of number is the LTS ID, a unique and fixed number assigned to each establishment/enterprise for internal use by the PSA-Central Office in-charge of the LTS for reference purposes. This number shall be used in all documents pertaining to the enterprise throughout the LTS operations. **Caution** should be exercised in writing this number on any document pertinent to the survey.

2.5.6 Average Total Employment (ATE) Code

The ATE Code is the 1-digit code to denote the employment size or number of workers in the enterprise. The code equivalents are as follows:

ATE Code	Employment Size	ATE Code	Employment Size
3	20-49	7	500-999
4	50-99	8	1000-1999
5	100-199	9	2000 and over
6	200-499		

2.5.7. Status Codes

The final status code in each questionnaire should be **consistent** with that in the supervisor and enumerator's control lists **(FM-PSA 01** and **FM-PSA 02,** respectively)**. For this survey, only the following codes are **acceptable**:

Code	Description	Instruction
RET	Retrieved for processing after distribution	All information provided by the enterprise **passed** field editing by the enumerator. He/she then submits the questionnaire to the supervisor for review. If confirmed, the status is maintained.
RFV	Returned for verification	The accomplished questionnaire when reviewed by the supervisor was found with **incomplete/inconsistent entries.** The supervisor returns it to the enumerator for verification.
REF	Refusal	The enterprise refuses to cooperate to the survey despite repeated persuasions and **three (3) callbacks/follow-ups**.
STR	On strike	The enterprise is on strike and **no** one could accomplish the questionnaire.
TCL	Temporarily closed	The enterprise is **not in operation** at the time of the field operations due to inventory, calamity/disaster, and repair/maintenance of equipment and the like.
CBL	Cannot be located	The enterprise is **not** in the given address nor anywhere else in the area/s covered by the enumerator, or the previously existing enterprise in the given address has moved to an **unknown** location. All possible sources of information (e.g., knowledgeable persons in the area, phone directory) should first be exhausted before an enterprise is coded as CBL.
PCL	Permanently closed	The enterprise has **permanently** ceased operations at the time of enumeration.
OSE	Out of scope of employment size	The enterprise's employment size is less than the minimum requirement of at least 16.
OTH	Others	Any condition not classifiable in any of the above status (e.g., location of enterprise is outside NCR, industry of the enterprise is outside the coverage of the survey). Discontinue data collection. Write beside the code the reason for OTH.

2.6. Delivery of Questionnaires

> **Tips to Enumerators**
> *Sort* allocation by street.
> *Bring* the necessary survey materials when on fieldwork.
> *Manage* your time. Prepare an itinerary of travel for delivery and collection.
> Be *courteous* at all times. Establish rapport with the respondent and win his/her cooperation.

a. Each enumerator should have a letter of introduction signed by the Assistant National Statistician for Social Sector Statistics Service to be presented to the sample enterprise. Upon reaching the enterprise, the enumerator introduces himself/herself to the receptionist or to any person who can refer him/her to the HRD/personnel manager or the designated employee responsible for answering government surveys. He/She re-introduces himself/herself to the contact person. The enumerator is advised to establish rapport with the contact person to win his/her cooperation to the survey. It is important that the enumerator is familiar with the objectives of the survey.

Below is a practice interview. The enumerator is not expected to quote the following word-for-word.

> *"Good morning/afternoon, Ms./Mr. _____. I am _____, an interviewer of the Philippine Statistics Authority (show letter of introduction). I am here for the Labor Turnover Survey being conducted in the National Capital Region (NCR) by the Philippine Statistics Authority. The inquiries are in response to the demand of various users for more information on accession/separation in establishments/enterprises. For your particular needs, you may find that these statistics are useful in your business planning and operations.*
>
> *We know that accomplishing the survey form/s will take some of your valuable time. Nevertheless, your cooperation is important to come up with reliable statistics in support of government programs and policies on labor and employment.*
>
> *We assure that any data from you will be held in confidence and will be used for statistical purposes only. Your enterprise data shall be integrated with others of the same category and shall be released only in summary form or statistical tables."*

b. The delivery of questionnaires should be completed within the **prescribed period.** It is important that the **delivery should be completed before collection** of questionnaires so that the PSA knows the expected number of questionnaires to be retrieved and processed. The questionnaire should be delivered to a **knowledgeable person** in the enterprise to ensure that the questionnaire is officially received and the items of inquiry are **clearly explained.** This is to **minimize errors** in data reporting by the contact person and in callbacks by the enumerator. If the enumerator is requested to leave the questionnaire with the security guard or receptionist, the enumerator

should ask for the name and telephone number of the person whom he/she shall follow-up regarding the questionnaire.

c. After explaining the items of inquiries, the enumerator and the contact person should agree on a "pick-up date" for the accomplished questionnaire preferably within **5 working days from delivery**.

d. The enumerator should **leave** his/her name, office address and telephone number/s to facilitate coordination in case the respondent still has some queries. He/she shall also provide the fax numbers and email addresses of the PSA in case the respondent prefers to communicate through these means.

e. The enumerator should request the contact person/personnel who received the questionnaire to accomplish his/her **certificate of appearance (FM-PSA 12)**. On the average, an enumerator should deliver **five (5) questionnaires per day**.

f. If the firm is no longer in the given address as it has **transferred** to another **known** location, do not change the address in the address label. Write in the space allocated for changes in address on the second page of the questionnaire.

g. A report by the enumerator that an enterprise cannot accomplish the questionnaire due to refusal (REF), strike (STR), closure (TCL or PCL), or non-location (CBL) should be **verified** by the supervisor.

h. **Replacement** of sample enterprise is resorted to if the enterprise is permanently closed (PCL), CBL, employment is below 16, industry is out of scope of and all other ineligibles. If the sample enterprise is no longer in the given address, the questionnaire should **not** be given to the enterprise found in its place even if this enterprise has the same economic activity and employment size.

2.7. Collection and Editing of Questionnaires

a. The period for collection/retrieval should be **within the prescribed schedule** so that the timetable for processing and report dissemination will be met.

b. **Phone calls and personal follow-ups** should be made to ensure that the questionnaire is being accomplished or is ready for pick-up on the due date.

c. In case the contact person has misplaced the questionnaire, the enumerator should provide him/her a properly addressed new one.

d. Upon pick-up of the accomplished questionnaire, the enumerator should **check the entries for completeness and consistency** in accordance to the field editing guidelines. He/she should do this before he/she leaves the firm's premises to avoid callbacks or return visits. The enumerator should go back to the contact person for further verification should an accomplished

questionnaire fail to pass the review of the supervisor. Remember that only a **correctly accomplished/edited questionnaire shall be accepted**.

e. Delivery and retrieval of assigned questionnaires per Enumerator should be completed within six weeks from the start of field operations. A properly accomplished/edited questionnaire that is duly signed by the contact person in the firm will serve as **proof of retrieval**. However, the supervisor should make random spot checks on the **authenticity** of the submissions.

DEFINITION OF TERMS

1. **Main economic activity** - refers to the activity that contributes the biggest or major portion of the gross income or revenues of the enterprise, e.g. metallic ore mining, food manufacturing, retail trade, education.

2. **Major products/goods or services** – refer to the specific products/goods produced or services provided by the enterprise, e.g., gold, ice cream, electricity, residential buildings, automotive parts, fast food, shipping, universal banking, security agencies, private tertiary education, private hospital or motion picture production.

3. **Total employment** - refers to the number of persons who worked or received pay from the enterprise during the reference period. This includes the following:

    a. **Working Owners** – refer to owners who are actively engaged in the management of the enterprise but do not receive regular pay;

    b. **Unpaid Workers** – refer to persons without pay who work for at least 1/3 of the working time normal to the enterprise; and

    c. **Paid Officials and Workers** - include full-time/part-time workers; employees on paid leaves (e.g. sick/vacation/maternity/holiday/study leave); and employees working away from the enterprise but paid by and under the control of the enterprise.

    Excluded are workers hired through agencies/contractors.

4. **Accessions (New Hires)** - refer to permanent or temporary additions to employment in the enterprise due to 1) expansion of business activity and 2) replacement of separated workers and employment resulting from changes in methods/technology of production or service.

5. **Separations** - refer to terminations of employment due to the following:

    a) quits or terminations initiated by employees; and

    b) layoffs or terminations initiated by employers due to economic reasons (e.g., lack of market, financial losses, redundancy, end of contract) and non-economic reasons (e.g., gross negligence, AWOL)

6. **Agency-Hired Workers** – refer to workers hired through agencies/ contractors to perform or complete a job, work or service **within** the premises

of the enterprise.   They are **excluded** from the total employment of the enterprise.

7.   **Existing Job Vacancies** – refer to the number of unfilled job openings at the end of the quarter which are immediately available for placement and for which active recruitment steps are being taken.